

DIRECTOR'S REPORT

January 21, 2021

Strategic Plan

Our Mission:

We are "The People's University," the center of learning for a diverse and inclusive community.

Our Strategic Priorities:

1. Form communities of learning
2. Fight community deficits
3. Ready for the future: CPL 150
4. Cultivate a global perspective
5. Innovate for efficient and sustainable operations

PUBLIC SERVICES

Programs, Services, and Exhibits

Center for Local and Global History Department Librarian Terry Metter presented the program *An American Icon: Bob Hope* via Zoom where Dr. Deborah Abbott presented her research into the family history of entertainer and Cleveland-native Bob Hope. Dr. Abbott discussed how Library resources assisted her research and demonstrated the value of the collections of multiple Main Library departments for family history researchers.

Center for Local and Global History Department Library Assistant Lisa Sanchez chose four Throwback Thursday images that were featured on the library's social media platforms. Some of the photos included the Central Hotel, Broadway-Slavic Village neighborhood, and the Higbee's building construction site.

Literature/Ohio Center for the Book Manager Don Boozer and Senior Librarian Nick Durda announced the soft opening for staff of the semi-permanent exhibit highlighting the *Mike Curtis Collection of Superman Memorabilia* in the corridor on the second floor of Main Library.

General Research Collections Manager Sarah Dobransky hosted a live interactive continuing legal education webinar for attorneys and legal professionals in Ohio on December 9th. *Civil Rights and Legal Discrimination in Ohio* was approved by the Ohio

Supreme Court for 3 hours of attorney conduct Continuing Legal Education (CLE) credits.

Popular Librarian Judy Daniels and Popular Library Assistant Ricardo Jackson assembled hot lists for books and DVDs for patrons to place holds.

Out of an abundance of caution to help minimize the spread of COVID-19, Main Library Lending staff resumed providing Drive-Up and Curbside service to patrons. Patrons walk-up to the front door of the Louis Stokes wing, or use the Drive-Up window, to retrieve holds, utilize printing/copying/faxing services, as well as register for a library card or renew an existing account.

Outreach

Popular Library Assistant April Lancaster prepared items to be delivered to satellite collections.

Social Sciences Librarian Mark Moore continues to work with the Marketing Department team to supply weekly bibliographies for the Next 400 series with WOIO.

International Department staff selected, processed, and shipped 1,845 items to fill long requests.

Literature/Ohio Center for the Book Librarian Timothy Phillips, Library Assistant Michael Haverman, and Senior Clerk Debbie Nunez sent out 196 packages to fulfill 188 Homebound requests from patrons: a more than 35% increase over December 2019! Cumulatively, August through December 2020 saw a 17% increase over the same months of 2019.

Collection Development

Center for Local & Global History Map Librarian Tom Edwards visited the Lake Shore Facility to remove a collection of superseded Canadian topographical maps from a set of map cases which will soon be relocated to the Map Collection on the 6th floor of Louis Stokes Wing.

Imbedded Technical Services Cataloger/Librarian Barbara Satow finalized cataloging the newly acquired Sanborn Fire Insurance maps. These maps will be forwarded to Map Collection in the Center for Local & Global History where they were applied to the respective volumes.

Photograph Collection Librarian Brian Meggitt continued working on the item-level inventory of the second section of the

Cleveland City Hall Collection. During December, Mr. Meggitt added unique identifying numbers, re-housed items, and created initial metadata for 1,810 items. In addition, Mr. Meggitt created metadata for 136 records in CONTENTdm for the Neighborhood Photographic Survey.

Center for Local & Global History Library Assistant Adam Jaenke photographed and processed 400 images from Hough, Collinwood, Detroit-Shoreway, and Puritas-Longmead for the Neighborhood Photographic Survey.

Center for Local & Global History Library Assistant Lisa Sanchez continued to add item descriptions to the Cleveland City Hall Collection. In addition, Mx. Sanchez has been updating the list of Cleveland newspapers housed in CLGH to reflect updated titles and new acquisitions.

Social Sciences Librarian Helena Travka continues to work with the United Nations library staff to substitute print publications with online resources available through their UN iLibrary.

In searching for items this month for the transcription project initiated by the Cleveland Digital Public Library, a number of treasures from the Weidenthal Collection were re-discovered including theater playbills from 1863 starring John Wilkes Booth (including a photograph of the notorious actor) and a 1901 program from the London (UK) performance of Buffalo Bill's Wild West show.

Public Administration Library staff has withdrawn 13 titles and transferred 55 titles to Main library.

Popular Library Clerk Benjie Smith transferred weeded items to subject departments.

Popular Library Assistant Ricardo Jackson worked to update and weed the non-fiction area of the DVD collection.

Youth Services Department staff members are stack weeding, reorganizing tasks, collections and sections in Youth Services.

Team members are also currently weeding in various areas in the department.

Fine Arts Librarian Bruce Biddle continues to stock the Little Free Library on Superior and 14th Street, maintain the Doodle Desk, review items in the Art Vertical Files and update the database, manage Page assignments, and weed and shift the art books in the NK section in the Fine Arts area and in stacks.

Fine Arts librarian Andy Kaplan continues to process the *Anvil Music Collection*.

Fine Arts Library Assistant Mark Fox Morgan continues to work on relabeling and boxing the Special Collections Juvenile collection.

Fine Arts staff focused on reviewing duplicates in the collection for possible weeding. This entails checking items relevance to the collection, appraised value online, and condition. In addition, staff members worked on reviewing the indexes and vertical files for the revisions of the Collection policy.

Special Collections staff Bill Chase, Ray Rozman and Manager Pam Eyerdam shifted approximately 435 shelves (approximately 4,000 books) in the vault.

Special Collections Librarian Stacie Brisker continues to work with Catalog to have biographies reclassified to LC, 46 titles were completed, and 6 Islamic titles were cataloged.

Research that is Possible Only at Main Library

- Center for Local & Global History Photograph Librarian Brian Meggitt assisted a patron with finding and obtaining an image of her great-great-grandfather's shop in downtown Cleveland. The shop was in the Brotherhood of Locomotive Engineers building (demolished in the 1980s).
- Center for Local & Global History Photograph Librarian Brian Meggitt assisted a patron with locating and obtaining three images of a relative's business from the 1940s. The photographs of the Lloyd P. Jones Chrysler dealership (6810-20 Euclid Avenue) were found in the Cleveland City Hall Collection.
- Center for Local & Global History Librarian Terry Metter used Cleveland City Directories to provide scans of pages listing householders in the Buckeye neighborhood in the 1960s to a Geauga County Public Library staff member who was assisting a patron at that location.
- Center for Local & Global History Library Assistant Adam Jaenke helped a local historian acquire images of the Franklin Boulevard Y.M.C.A from the City Hall Collection for an article in Cleveland Historical.

- Center for Local & Global History Library Assistant Adam Jaenke assisted a writer of Cleveland Magazine, to acquire photographs of past Cleveland snowstorms from the Subject Cleveland collection. They will be used in an upcoming article in the magazine.
- Center for Local & Global History Library Assistant Lisa Sanchez conducted genealogy research for a patron who was trying to find information about her grandmother. Using the Ancestry database, Mx. Sanchez was able to find passenger manifests and documents to assist the patron.
- Center for Local & Global History Library Assistant Lisa Sanchez assisted a patron who was looking for information on a relative who was brutally murdered in January 1964, one of a string of vicious murders on Cleveland's east side. Using multiple research databases and microfilm, Mx. Sanchez was able to find information for the patron.
- Using the digitized Cleveland City Directories, Center for Local & Global History Library Manager Olivia Hoge found the name of a tearoom on East 4th and Prospect in 1955 for a patron. In addition, she also found the name of a bakery near the Le Salle Theatre on East 185th street from the 1950s.
- A small sampling of items requested by Cleveland Public Library patrons from the Fine Arts and Special Collections Department included: Scores by Sammy Rollins, Janelle Monae, *Monumentum Marcelle*, *Duschene-Guillemin* (Ancient musical instruments), *Kuntasi Harappan emporium on west coast* (Indus River valley civilization), *Religions in coastal Canataka* (c1937), *Revista italiana di numismatica e scienze affine* (1898), *Legendes de Provence* (1841), *Kurzes verzeichniss der schachbibliotheken* by van der Lasa (a handwritten chess bibliography (1857), 1920 issue of the *American Chess Bulletin* (games between Emanuel Lasker and Frank Marshall, 1920 article from Russian chess magazine "64", 1859 chess article from *The Philidorian*, scans request from the 1873 *Manuscript Believed To Be In The Handwriting Of A.D. Philidor, Including His Rules At The Game Of Chess, Observations On The Ends Of Parties ...* , 1893 *Buddhibalāchā kheḷa.*, [*The game of mental power, a treatise on chess*], 1914 edition of *Deutsches Wochenschach*

- A Chess columnist interviewed Special Collections Librarian Ray Rozman for an article and wanted information about the John G. White chess collection.
- Special Collections staff assisted a German researcher who requested a scan of a 1928 book of limericks entitled *Poems Upon Several Occasions*.
- Social Science staff worked with staff in the Center for Local and Global History Departments to assist a patron in locating two schools that have been closed and demolished: Addison Junior High and the Thomas Edison School at East 65th and Woodland.
- Science and Technology Senior Subject Librarian Jim Bettinger assisted a professor from a Virginia university for a research project on the circulation of a recipe in the Americas and Western Europe. He arranged for *Buen Provecho! Caracas Cookery*, to be brought from storage. This 1943 edition of the book is one of twelve copies in the nation.
- A small sampling of items requested by Cleveland Public Library patrons from the Literature collection includes: *The Heidenmauer* (1889) by James Fenimore Cooper, *The Lion and the Mouse* (1906) by Charles Klein, *Justinian and Theodora: a drama, being a chapter of history and the one gleam of light during the Dark Ages* (1906) by E. and A. Hubbard and *How to be Topp* (1954) by Geoffrey Willans and Ronald Searle.
- A former City of Cleveland official contacted PAL for commission documents from 1977. PAL staff was able to assist with the inquiry and provide additional information to assist with the research.
- City of Cleveland Vital Statistics personnel continued to make copies of birth and death certificates with the scan pro machine located in the Public Administration Library.

Staff Development

Business, Economics, and Labor Librarian Susan Mullee earned a certificate of achievement in the Lynda research database for the course "Learning Zoom" by Garrick Chow.

Social Science Librarian Helena Travka attended the CANDID Quarterly Meeting on December 8th. Ms. Travka and Social Science

Subject Librarian Forrest Kilb also completed 2020 CANDID Recertification Modules one and two on how to research and pursue grant opportunities using the Foundation Directory Online. In addition, Ms. Travka monitored the NEO-RLS Adult Book Buzz webinar on December 9th.

Science and Technology Sr. Librarian Jim Bettinger attended the online webinar "Patent searching: Concepts, strategies, and tools" from the United States Patent and Trademark Office (USPTO). In addition, Mr. Bettinger was asked to run for another two-year term as a Public Library division representative for the Patent and Trademark Resource Center Association (PTRCA). PTRCA is comprised of 83 academic, public, and special libraries in the United States and Puerto Rico.

Literature Department Manager Don Boozer participated in a final meeting hosted by the State Library of Ohio to discuss nominations for the Choose to Read Ohio Floyd's Pick Book Award. Assistant Shelf Manager Cynthia Coccaro attended a NEO-RLS webinar titled "How to be an Effective Anti-Racist" on December 8, 2020.

Several Main Library staff members participated on the Words on Wheels implementation team. They include: Robin Wood, Demba Diawara, Cynthia Coccaro, Steve Wohl, Reggie Rudolph, and Olivia Hoge.

TechCentral

Outreach

Inside Programs-via Zoom

Name of Program	Date of Program	Total # of Attendees	# of Adults	# of YA	# of Juveniles
Resume Workshop	12/01/20	0			
Job Searching Online	12/03/20	0			
Resume Workshop	12/09/20	1			
Microsoft PowerPoint I	12/10/20	2			
Job Searching Online	12/11/20	1			
Resume Workshop	12/14/20	0			
Job Searching Online	12/16/20	1			
Microsoft PowerPoint II	12/17/20	0			
1-on-1	Dec 2020	8			

Professional Development and Meetings

TechCentral staff meeting was held on December 15.

TechCentral Library Assistants-Computer Emphasis, Tawana Campbell, Allison Collins, and Denise Williams-Riseng, have volunteered to be part of the Hotspot team. Hotspot meeting held to discuss the hotspot process on December 22.

TechCentral staff received LibChat training for possible computer assistance on December 23.

Melissa Canan, TechCentral Assistant Manager

Date	Topic	Location	Notes
12/02/20	Digital Inclusion Fellows-Mentor Group Monthly Call	Virtual	
12/18/20	CPL Community Conversations: CMSD	"	
12/22/20	TechCentral Hotspot Team Meeting	"	
12/22/20	Monthly Digital Inclusion Fellow Check-in w/Leana	"	
12/23/20	TechCentral LibChat Training Discussion	"	
12/29/20	Words on Wheels Information Session	"	
12/20/20	Main Managers Meeting	"	Feb sub requests due 1/6

Jorge Arganza, Library Assistant-Computer Emphasis

Date	Topic	Location	Notes
12/16/20	Webinar: How to influence informal learning: Science, Technology, Engineering, and Math	Online	

Allison Collins, Library Assistant-Computer Emphasis

Date	Topic	Location	Notes
12/01/20	Y is STEM Still White?	Zoom	1 hr, SLECOB webinar

12/11/20	CPL Townhall: The Literacy Cooperative	Teams	45 min, Bob Paponetti
12/11/20	Meeting with bargaining unit staff & HR	Teams	1.25 hrs, attended as Union Rep.
12/16/20	How to influence informal learning: STEM	Zoom	1 hr, Bibliotheca webinar
12/16/20	Monthly SEIU-CPL Chapter Leadership meeting	Online, jitsi	1 hr, Union delegates & AO
12/18/20	CPL Townhall: CMHA	Teams	45 min, Eric Gordon

Alison Guerin, Library Assistant-Computer Emphasis

Date	Topic	Location	Notes
12/03/20	FIT Meeting	Zoom	
12/08/20	ALA Webinar - Maximizing and Measuring Virtual Programs	"	
12/11/20	CPL Community Conversations: Town Hall with Literary Cooperative	"	
12/18/20	CPL Community Conversations: Town Hall with CMSD	"	
12/29/20	LibChat Training video	"	
12/30/20	FIT Meeting	"	

Matt Sucre, Library Assistant-Computer Emphasis

Date	Topic	Location	Notes
12/16/20	"Introduction to Digital Credentials"		Discussion of products to record issuance of digital credentials
12/21/20	Communicate under Stress	Nonprofitready.org	Mental Health Series
12/21/20	Recognize the signs of Stress on your Team	"	"
12/21/20	Normalize Mental Health on your Team	"	"
12/21/20	The Value of Mental Health in the Workplace	"	"

12/17/20	Mood Boosters: How to Feel better through Stormy Times	"	"
12/17/20	Interviewing Skills: Career Advancement Techniques	"	Job Advancement / Interviewing
12/17/20	Qualitative Data Analysis	"	Skills Development
12/17/20	Prepare for your Design Thinking Workshop	"	Design Thinking
12/17/20	Facilitate a Design Thinking Workshop	"	"
12/17/20	The Stages of a Design Thinking Workshop	"	"
12/21/20	Creating an Engaging Webcast	"	Webcasting/Digital Presenting
12/21/20	Plan an Online Presentation	"	"
12/21/20	Structure a Meaningful Presentation	"	"
12/21/20	Tools to use in an Online Presentation	"	"
12/21/20	Keep your Audience Engaged	"	"
12/21/20	Keep Yourself Focused While Presenting	"	"
12/21/20	Prepare to Deliver an Online Presentation	"	"
12/21/20	Create the Right Environment for Presenting	"	"
12/21/20	Use Memorable Slides for an Effective Presentation	"	"
12/21/20	Guide Your Team through Uncertainty	"	Management Preparation/Career Advancement
12/29/20	Making Your New Management Position Successful part A & B	"	"
12/29/20	Common Misconceptions of New Managers	"	"
12/29/20	Find Quick Wins as a New Manager	"	"

12/29/20	What's the Difference between Management and Leadership?	"	"
12/29/20	The Emotional Skills of the Manager	"	"
12/30/20	Fostering and Maintaining Motivation	"	"
12/30/20	Making Change Stick	"	"
12/30/20	Make the Time you Need: Get Organized	"	"

Computer Usage

No computer usage; closed to the public.

Special Projects

Produced 1000 5-Star Library buttons
Hotspot Circulation: 295 hotspots

PST - Dec 1 - 30 - 2020 Report

Service Calls and Tickets Summary

Service Calls and Tickets Received: 56
- CPL Help Desk Tickets: 32
- CPL TechCentral Tickets: 24

Service Calls and Tickets Resolved: 43
Tickets currently in Progress: 29

Service Ticket and Project Detail

Workstation: 26
Computer Software: 8
iPad Management: 1
Hotspot Resets: 8
Maker Equipment: 2
Form 001's: 5

Cleveland Digital Public Library

Summary: ClevDPL scanned items, maintained books, did ILL, created media, and served patrons.

Programs & Exhibits: ClevDPL, working with Robin Wood, who represented CPL in Census efforts, obtained reports from 63 local non-profit's that supported Census 2020. In another

program ClevDPL now is using 'From the Page' a tool which will soon be populated with manuscripts on which ClevDPL will do crowdsourced translation/transcription programming early next year.

Public Service Statistics: Library facilities were closed to the public this month, though online, walk-up, and drive through services were open. From December 1st to December 31st, Google Analytics (GA) reports 6242 sessions for 3984 users and 105,982 page-views. Search engines delivered 56% of our accesses (Google). Searching in ContentDM accounts for 26% of our accesses. Referrals were 9% of our accesses (29% from Facebook, 15% from Wikipedia, 9% from Twitter, 5% each from cpl.org and DPLA). 9% of our sessions were referred through social media (76% came from Facebook, 17% from Twitter, and 4% from Instagram). Like last month, 50% of our users accessed our site using desktop computers, and 50% of our users accessed ContentDM through mobile devices (15% tablets and 85% phones). The trend is towards mobile.

Outreach: We communicated with community partners during December and talked to Soldiers and Sailors Monument (scanning the Index to the Ohio Roster), Cleveland Grays (glass plate scanning), Karamu House (we continued to advise on collection assessment and description), Old Brooklyn Historical Society (newspaper digitization), Cleveland Orchestra (scrapbook project), Moreland Courts (scanning project for anniversary and display), and many others. We have initiated planning and scanning for transcription projects for community outreach, particularly with seniors, and have several projects lined up with local organizations.

Collection Development: As of December 31st, 2279 images were scanned, 2174 were post-processed and QA'd, and 1269 images were uploaded, some of which were included in 28 multiple-image .pdfs. ClevDPL supported projects documenting local non-profit's Census efforts. We received the first installment of Census reports from non-profits which we will describe and upload in January. Additional scanning highlights include continuing scanning the Brooklyn News, scanning chess materials, and continuing the Cleveland Orchestra scrapbook project. We are also continuing to work on sheet music collections. Web archives did monthly capture for 44 unique Cleveland and NE Ohio organizations.

ILL: Statistics from OCLC are one month behind and cover November. We had 16 requests from CPL users for materials from other libraries, and response time by other libraries, likely due to the pandemic, averaged 20 days for turn around on our patron's requests. Partner libraries made 524 requests to borrow

from CPL during November and CPL staff managed a turn around average of 9 days. 7 copy requests (digital and analog) were fulfilled. The ILL team continues to work on the legacy fines and fees on transit accounts.

Preservation: As of December 31st, preservation received 74 items and returned 44. The team produced 12 labels. The team did 34 complex and 11 simple book repairs and completed 20 simple and 24 complex flat paper repairs, including washing, encapsulation, and mending. The preservation team has continued working on an inventory of artwork in the library system, finishing inventory for phase 1A branches, and is now working on additional branches in phase one of the master plan.

Media: During December these media projects were created and/or edited: Director's Global Community Building Award (video), Website work to organize and view video/photo content, Shipping B-roll (video), Karamu House (videos), 3 MLK Performances (videos) [Singer, Monologue, Band].

Ohio Library for the Blind and Physically Disabled

For December 2020, OLBPD circulated 23,631 books and magazines directly to patrons. OLBPD registered 72 new readers to the service. Additionally, OLBPD circulated 10,682 patron newsletters in December. Approximately 754 BARD patrons among 1,447 active users downloaded 24,035 items.

As 2020 came to an end, OLBPD remained busy and productive despite the challenges throughout the year brought on by COVID-19. OLBPD circulated approximately 372,931 items to 10,715 active readers. The collection has more than 56,000 titles, including new Playaway books as well as described Blu-Ray and DVD titles. Patrons using BARD downloaded 214,827 books and magazines. OLBPD inspected over 372,000 returned books, and less than one-percent were damaged or missing media. OLBPD added nearly 9,400 copies of high-demand digital talking books to meet patron reading needs. OLBPD answered over 18,000 patron phone calls requesting service and over 6,000 mail and email requests.

The National Library Service (NLS) recalled demo units of the Zoommax braille e-reader devices sent to OLBPD as part of the pilot test. Replacement units will be sent and staff training will be scheduled with NLS staff the first week of January 2021.

NLS rescheduled its postponed biennial 2020 conference in Lincoln, NE to 2022, and hosted this year's conference virtually from December 1st-3rd. The conference theme was 'Access-Discovery-Engagement,' and included updates on new NLS products

and initiatives, sessions on implementing the Marrakesh Treaty, uploading locally produced books to BARD, and the impact of changes in the publishing industry on NLS collection development.

OLBPD submitted its 2020 Annual Report to CPL Public Services as requested.

The OLBPD adult book club met on December 10th to discuss "Dachshund through the Snow" by David Rosenthal.

Branches

District One

Eastman - December came in roaring like a lion with an unusually heavy snowstorm, which closed the entire system for the first two days of the month. We returned to using the Eastman Branch windows to communicate important information to our community since we moved to curbside and walk-up Services. Children's Librarian Cassandra Feliciano and Manager Jamie Lauver facilitated multiple UBTech Robotics sessions and attended the Final Event Showcase on Tuesday, December 8. The Eastman Branch had two students that participated on a regular basis for this 13-week program. The students had a lot of fun building and programming their various robots. Our Branch Facebook page is all set; Mr. Lauver reached out to the Westown Community Development Corporation (WCDC) asking them to help us promote our page. WCDC gave away a \$25 Home Depot Gift Card to the 25th person to "like" our page. Currently, we have about 36 followers. Grab 'n Go Lunches have not been popular since we closed to the public. Ms. Feliciano requested a temporary reduction in our meals and asked for shelf-stable lunches for the last three weeks of this month. We added additional signage to promote the Grab 'n Go Lunches available through our curbside and walk-up services. During our closure, all staff worked on scanning the entire collection and checked Sirsi to make sure that each item is correctly cataloged. Staff also used this time to complete professional development courses. Custodian Tony Pujolas, used this time to clean the branch carpeting on both floors, which really brightened up our space.

Lorain - During the month of December, the Lorain Branch returned to providing walk-up services to patrons. Through a partnership with the Greater Cleveland Food Bank, branch staff offered free meals to youth on weekdays. Library Assistant Youth Emphasis Todd Fagan and Library Assistant Computer Emphasis

Larisse Mondok hosted Zoom tutoring sessions. Lorain Branch also hosted the Didgeridoo Down Under: Protect the Planet Show via Zoom for youth. Ms. Mondok created 3D printed take-and-make crafts for patrons. Other take-and-make crafts were also distributed to patrons throughout the month. Ms. Mondok attended an Employee Resource Group meeting. Children's Librarian Adela Santana attended the Youth Services meeting. Ms. Santana also attended several NEO-RLS webinars including How to be an Effective Anti-Racist, Compassionate Collaborations: Innovative Library Programs and Partnerships Around Mental Health, De-escalation and Productive Conversations: Working with Individuals Experiencing Mental Health Challenges in a Library Setting, Mental Health Issues and Your Library: An Introduction, Spanish in a Pinch for Library Staff, and 2020 Gadgets and Gizmos: Exploring Technology for Youth. Branch Manager Crystal Tancak attended the MyCom Steering Committee meeting as well as the West Side Collaborative meeting. Ms. Tancak also provided virtual reference via LibChat on Saturdays in December.

Rockport - Rockport entered the final month of 2020 as one of the Library's designated curbside locations. Weather and pandemic conditions greatly limited our community impact. Staff members focused on developing skills through online training opportunities and improving curbside services and Grab 'n Go offerings for our patrons. Ten patrons attended a trivia event, 2 school classes attended virtual story time, and 28 patrons took advantage of Grab 'n Go crafts. Staff planned programs for January through May, ordered supplies for the branch, weeded the collection, and created Book Bundles and Flick Picks for patrons to encourage circulation. Best Buy Teen Tech Center members finally completed their Engineer for the Week program, quite an accomplishment considering they had to do it entirely remotely. Merlene Santiago completed The Clubhouse Network Immersion Week (online). In addition to the ongoing clubs, BBTC hosted a TinkerCad Cookie Cutter craft, Plastic Yarn Project Week, and a handful of ornament projects over Zoom.

Walz - December 2020 at Walz was a month of finding new and unique ways to connect with our patrons while we were closed to the public. Staff built out-facing eye-catching and cozy displays complete with holiday lights, as well as a large movie shelf where patrons can browse up to 25 movies through the window. The Senior Movie/Bookclub met this month to discuss "The Greatest Gift" and the movie it inspired, "It's a Wonderful Life." Ms. Gielty delivered two dozen "Cookie in a Jar" holiday treats for the St. Augustine Towers residents to make in the safety of their own residence (purchased with generous funding

from the CPL Foundation). Mr. DiMarco and Ms. Gielty participated in the OPS Strategic Planning for Programming and feel they have come up with some innovative new programming to offer the Walz community. Ms. Gielty looks forward to utilizing the Facebook page to promote Walz programming and more.

West Park - West Park continues to be quite busy with their curbside and walk-up services, as many of our patrons regularly check out a large number of materials on a frequent basis. We offered a few very popular take home crafts: a snowman craft, a build-you-own gingerbread house, and knit kits including yarn, knitting needles, and how-to knit resources. These crafts have been a great way to entice community members to the branch for additional fun. District Manager Dalby continues to attend and participate in many work groups and meetings; He also continues to prepare statistic reports for ELT every weekend. Children's Librarian Libby McCuan participated in the UBTech season finale where kids displayed their final robotic creations. Clerk Phil Creter continues to process a huge amount of eCard applications in between helping our patrons. He was also asked to serve in the Words on Wheels group. Our branch holiday card sent to all branches and some administration was a hit, created by staff members Katie Power and Gerard Saunders.

District Two

Brooklyn - December 2020 saw the branch continue with efforts from the previous month to serve the community. Library Assistant Catherine Hankins shared three holiday crafts and decoration ideas for families and kids to take home. Librarian Laura McShane continued with her efforts to link useful online resources to area schools, educators, and families. Despite the challenges with walk-up only service, the branch provided shelf stable lunches to a core group of families with children.

Carnegie West - Santa Claus and his top elf visited Frank Novak Park, the city park in which the library resides, on December 17th and 18th. He provided candy canes and Carnegie West provided holiday crafts and books. The park is beautifully decorated for the holidays thanks to funds from CPL Foundation, creative staff and neighborhood volunteers. The decorations and freshly fallen snow made it a magical experience for Ohio City's youngest residents. With a team effort from staff, Carnegie West Branch was able to give away additional holiday craft kits to neighborhood families and local daycare facilities. Zoom story time programming this month had 42 in attendance as of December 18th with neighborhood families tuning

in along with children from Urban Community School and Horizon Daycare.

Fulton - December at the Fulton Branch was spent cleaning, weeding, and rearranging, in preparation for 2021 and the start of construction of our Innovation Lab. Children's Librarian Beverly Austin conducted 11 story times throughout the month using Zoom, Microsoft teams and our webcam. Mrs. Barrett attended the District 1/District 2 managers meeting on Wednesday, December 9, 2020 via Microsoft Teams. On December 15, 2020, Mrs. Barrett attended a People with Disabilities ERG meeting via Microsoft Teams. Custodian Antonio Jackson has been diligently working on cleaning the carpet and stripping and relaying wax on the floors here at the Fulton Branch. District Branch Clerk Lindsay Palma and Page Gabrielle Murray worked on the Grinch display in the meeting room window. Beverly Austin and Leslie Barrett prepared gingerbread house kits for students to take home and make. Mrs. Austin prepared Grab 'n Go Three Kings Day craft kit. Fulton Branch continued to provide Grab 'n Go meals to the children in the community. On December 17, 2020 we hosted our very first Winterfest Virtual Karaoke via Mrs. Austin and Zoom. Branch Clerk Rachel Izi, Mrs. Austin, and Mrs. Barrett assisted with fall tutoring by being moderators on Thursdays in conjunction with Jefferson Branch. LACE Niyre Merriweather said goodbye to CPL and Cleveland as he moves on to future endeavors. The Fulton community is still visiting the branch for walk up services, many are frustrated that they cannot enter the building and need computer usage, but staff continues to assist the community and patrons in any way we can.

Jefferson - Curbside and walk-up services continued throughout the month at Jefferson. In addition to delivering books that patrons had selected via holds, the branch did a lively business in materials selected from the window displays. Patrons also received bags filled with books and videos carefully selected by staff. The branch distributed take-and-make holiday craft kits to neighborhood families. Library Assistants Bernadette Lemak and Grace French created eye-catching window displays. With much-appreciated support from the Tremont-based Christmas Story House and Museum, the branch was able to acknowledge the role of A Christmas Story to the Cleveland holiday season. Karen Kelly Grasso, Children's Librarian, continued to support the Stem@Home program while Alex Story, Library Assistant Youth Emphasis participated in the online tutoring program. Ms. Kelly Grasso also assisted community partner Merrick House by serving as a judge for a professional speaking competition for area students. Steve Capuozzo, Branch Manager, accepted the role as

chair of the newly formed LGBTQIA+ Employee Resource Group. Continuing Education remained a top priority, with all staff participating in a webinar entitled "Burnout and Stress: Strategies in Case 2021 is as Bad as 2020," sponsored by the State Library of Ohio. Staff also donated food items to the Tremont Block Clubs' annual Holiday Food Drive.

South - The South Branch hosted its last virtual tutoring session of the year. Due to Covid-19 cases rising, the library has switched back to walk-up services. The South Branch staff has been creating multiple craft kits to hand out to keep the young patrons busy. Both Family Circle and La Hora Del Cuento story times were held throughout the month via Zoom. Youth staff attended the monthly Youth Services meeting. This month Joel Lefkowitz has been presenting Pro Tool classes via Zoom. The Facebook Page activity has come down to 416 views. Mr. Lefkowitz has been busy assisting other branches to work on their editing skills.

South Brooklyn - Branch staff has been maintaining enthusiasm and positivity by tidying up collections, checking record notes, and attending webinars and workshops for professional development. Assistant Manager Tammy Houghton was invited to the Words on Wheels initial trial group and attended the following meetings: D1/D2 meeting, Second District Community Relations meeting, Kids Café virtual site visit, and a Words on Wheels meeting. Staff ends the year in joy and good cheer by decorating the branch. They also received individual holiday mugs with goodie bags to help liven spirits and motivation.

District Three

Garden Valley - The Garden Valley Branch team is continuously following re-issued work protocols, attending virtual training, working on special projects, and assisting patrons through the walk-up services initiative. The Clerk team, Marla McConnell and Melissa Brooks are quarantining returned materials and discharging items after 96 hours. Ms. Andrea Csia and Mr. Leonard Burks presented virtual story times for the Harvest Day Care, Rainbow Terrace Day Care, and the I learn N Play Enrichment Center. Ms. Csia also facilitated the UBTech/Stem/Robotics program. Library Assistant-Computer Emphasis, Alicia Woodman and Latoya Barnes, provided customer service by assisting library patrons with their faxing, scanning, and printing needs. Ms. Alycia Woodman also facilitated the Greater Cleveland Food Bank Kids Cafe Program. During December 2020, Assistant Branch Manager, Donald Smith,

attended the following training: NEO-RLS Creating Programs for Patrons in their 20s and 30s, and NEO-RLS De-escalation and Productive Conversations: Working with Individuals Experiencing Mental Health Challenges in a Library Setting. Public Services Branch Manager, Maria Estrella attended the NEO-RLS: How to Be an Effective Anti-Racist Workshop.

Hough - This month saw staff settling into curbside and walk-up services only. The staff at Hough are wonderful at providing excellent customer service in all types of weather. Kids Cafe has continued, and the branch saw a virtual visit from the Cleveland Food Bank this month. Two Grab 'n Go crafts were provided to the community from Youth Services staff at the branch. Staff have kept busy scanning the entire collection in their down time. Multiple staff members attended various Town Halls and the virtual Board Meeting. Library Assistant-Computer Emphasis Michael Barkacs attended the following webinars: COVID-19 & Collections, and ICA-Art Conservation. Library Assistant-Youth Emphasis Romael Young completed the webinars: De-escalation and Productive Conversations: Working with Individuals Experiencing Mental Health Challenges in a Library Setting, and ALAO/SWON Innovation Conversation: What We (don't) Talk About When We Talk About Diversity. Branch Manager Lexy Kmiecik attended the East 66th Street Stakeholders virtual meeting, multiple meetings regarding the new Hough Branch and a Re-opening Task Force meeting.

Martin Luther King - MLK's Branch Manager, Dr. Tonya Briggs, updated and added to the library services the MLK branch provides to the Cuyahoga County Detention Center. Beginning in December 2020, MLK will provide up to 25 books and 15 DVDs per housing unit on topics of interest to Detention Center residents on a bi-monthly basis (the Detention Center has five housing units.) Detention Center staff will track and provide statistics on the number of youth who "checkout" each book and DVD. This will help MLK's Manager with collection and program development for Detention Center residents as well as increase the MLK branch's materials circulation and virtual program attendance. In addition, beginning in January 2021, MLK youth staff will provide virtual programs and book clubs to Detention Center residents. Residents will also use MLK's Tutor Me program when it starts in February 2021.

Sterling - Sterling continues to provide walk-up service to the residents of the Central Neighborhood. The most requested services are fax, email, copy, and print. Kids Cafe snack program attendance averages 100 per week. The branch distributed

72 bags of kid-friendly weekend meals through the GCFB Backpack program. All staff attended the December CPL Community Conversations. Sterling is pleased to host two substitute employees for a two-week training period. Monica Rudzinski attended the following community meetings: Cleveland Central Promise Neighborhood Directors Network, St. Vincent Charity Hospital Medical Center Community Advisory Board, and Central Neighborhood MyCom. Ms. Rudzinski met with a group of individuals from Central Promise, Friendly Inn, CMHA Outhwaite and a donor to identify families who will need additional food assistance during the holidays. Additionally, long-term needs and challenges were discussed. The Sisters of Charity Foundation awarded a \$1000 discretionary grant to the CPL Foundation designated for the "Basic Needs of Children in Central through the Sterling Library".

Woodland Branch - The Woodland Branch served as a pickup location for PCs for People clients. The Clerk team, Shannon Muhammad and Latasha Brent are quarantining returned materials and discharging items after 96 hours. Ms. Kelli Newsom presented virtual story times for the All-Around Children Day Care and co-facilitated the Greater Cleveland Foodbank Kids Cafe Program with Ms. Desiree Smith. Library Assistant-Computer Emphasis, Desiree Smith, also provided customer service by assisting library patrons with their faxing, scanning, and printing needs. During December 2020, Mrs. Estrella also attended the monthly MyCom Community meeting for the Goodrich Gannet-Kinsman Neighborhood, the Core Team meeting: FMP Move Management, the CPL Community Conversations: A Town Hall with the Literacy Cooperative, and the Words on Wheels meeting.

District Four

East 131st - The East 131 Branch continues to provide quality walk-up service. To better serve our patrons, Branch Manager Marina Marquez purchased a doorbell using the Foundation's branch card and Custodian Lloyd Ali installed the doorbell at the branch entrance. Children's Librarian Kelli Minter and Library Assistant Rosa Simone attended the MyCom Community meeting. Ms. Marquez participated in the Design Thinking Committee meeting to discuss the five stages of design thinking. Ms. Marquez virtually met with the Cleveland Seed Bank to discuss the future of the CPL Seed Libraries. As an active member of American Library Association's Sustainable Round Table, Ms. Marquez was invited to present at ALA's Midwinter Conference. Youth Services staff actively promoted East 131's upcoming PBS Play & Learn Science Family and Community Learning

virtual program with families of preschoolers and kindergarteners. Branch staff presented two Facebook Live events: How to Make Holiday Cards Using the Print Block Technique and How to Make Pom-Pom Ornaments. Branch staff assisted the Corlett Volunteers with a take-and-make holiday card making initiative for our most vulnerable and isolated population - our seniors. They partnered with Warm Up Cleveland to include hand knitted hat and scarf sets with the 40 handmade cards. The East 131 Branch ended the month in partnership with D2's Addison, D3's MLK and D4's Rice branches to host a holiday gift giveaway for our respective neighborhoods. Staff wrapped up hygiene products for those who wanted or needed the items. Over 30 kits were given out to the East 131 community.

Fleet - December welcomed the activation of Fleet's Facebook account. Youth Services Staff, Tracie Forfia and Anna Fullmer quickly began recording youth friendly content for this page. The Branch received a visit from Kellie Mayle, from External Relations and Development. She was given a tour of the branch and spoke with the Manager and Youth Librarian to gather information on funding needs and concerns. Community Partners, Oak Street Health and The Benjamin Rose Center provided literature to stuff gift bags for adult and senior patrons as a part of The Branch's Adult Patron Appreciate Week. Patrons were treated to gifts of books, music CDs, and movie DVDs. In addition, Youth Service Staff wrapped books for children donated from the Kids Book Bank as giveaways for area daycares. Lastly, the branch greeted SPS Officer Joseph Cleveland as its new Security Guard.

Harvard-Lee - In December, Harvard-Lee Branch hosted five sessions of virtual tutoring for the winter session, with one student attending for homework help. Branch Manager Kristen Schmidt participated in a seminar by Northern Ohio Recovery Association for Building Communities of Recovery & Resilience, Leadership & Board Training; a NEO-RLS webinar on being an active anti-racist; as well as CPL's Community Conversation with the Literacy Cooperative and a managers' meeting on the Words on Wheels initiative. Ms. Schmidt worked a Saturday shift providing LibChat reference. Youth Librarian Olivia Morales attended the Mt. Pleasant MyCom partners meeting via Zoom. Branch Clerk Rhonda Henderson retired after 30 years of service! The air handler and HVAC units were repaired by Property Management to restore heat.

Mount Pleasant - In December, the Youth Services staff continued to host virtual story time via Zoom. Attendance from families

within the community has continued to grow each month. The Branch Manager, Youth Services Librarian, Library Assistant- Youth Emphasis, and the Library Assistant- Computer Emphasis compiled twenty program ideas for the Outreach and Programming Services Department. Traditionally the programming at the branch has centered around youth, but staff are excited to expand programming to the Strivers and Senior community members.

Branch Manager, Shayla Boyce, attended HSAN: Exploring Food Insecurity Among Seniors hosted by Community Solutions, Who Are We Designing for and Why? Service Design Techniques for Responsive Libraries hosted by Webjunction, The Charts are Off: Approaches to Ethical Decision-making in Data Visualization hosted by National Network of Libraries of Medicine, and Civic Literacy & Citizenship: cultivating space for communities to co-create knowledge and make change hosted by Indiana State Library. Ms. Boyce also participated in BCORR Leadership and Board Training sponsored by the Northern Ohio Recovery Association. Library Assistant- Computer Emphasis, Kyra Berzonsky, attended the webinar Respecting Authority: An Intro to Subject Analysis for Copy Catalogers hosted by the Northeast Ohio Regional Library System. Youth Librarian, Mark Tidrick, attended the webinar Five Kinds of Nonfiction: Rethinking Your Book Collection hosted by School Library Journal.

Rice - December was a month of celebration and giving at the Rice branch. In partnership with the Cleveland Public Library Friends Foundation, branch staff gift wrapped the book cart and offered patrons 50% off themed books and popular artist picks which are perfect for holiday gifts. On the branch Facebook page, Rice highlighted a multitude of holiday books and DVD. Youth, families and educators continued to enjoy seasonal crafts to share with each other, students and friends that coincided with our month's giving theme. Each activity pack consisted of a box of colored pencils, coloring sheets, a Bob Books activity book and a cloth mask from a COVID donation made to Rice. District Manager Amiya Hutson attended BCORR's Leadership and Board Training. The branch ended the month with a holiday and New Year's party to celebrate the end of 2020 where staff exchanged gifts and shared our hopes for 2021.

Union - For the month of December, patrons continue to visit for pickups, faxing, copying, and printing services as we have returned to walkup/curbside service. Youth staff continue to enjoy their time with the students during the UBTech Stem program sessions. The students had a grand time showing off some of their creative work during the year-end culminating event.

Youth LA Valerie Johnson participated in CPL-ERG committee meetings. Ms. Steward and Ms. Johnson attended Pedagogy and Programming, Equity and Youth virtual trainings offered by MyCom Partners. Ms. Williams attended BCORR Leadership and Board Training. Ms. Williams and Ms. Johnson attended a virtual welcome to TRUE2U and have completed several trainings required for the program including Abuse Awareness and Teach It Online Now.

District Five

Addison - During the Month of December, Addison staff was busy completing end of year assigned professional development and community outreach. Both branch clerks completed one hour of professional development inclusive of the Ohio Reference Excellence Module number five. Branch Clerk Ms. Carter also participated in NEORLS' webinar called "Cultivating Loyal Library Customers". Ms. Means, the Branch Manager, attended the Neighbor UP, Community of Practice, meeting and participated with NEORLS' webinar called "How to Be An Effective Anti-Racist". LAYE, Ron Clark, watched a Webjunction webinar called "Extreme Customer Service, Every Time" and continues to participate with NEORLS' Teen/Youth Services Virtual Networking Meetings. Youth Librarian Heidi Malinoski distributed reading material to both learning pods in the Addison service area to 91 students. Mrs. Malinoski also attended OLC's webinar called "Managing Space, Managing Expectations: Patrons, the Children's Area, and You."

Collinwood - The Collinwood Branch continues to strive for success with programming and services to the community. Our branch participated in Pop-Up PCs for People distributing 41 computers and 29 hotspots - 40 families overall being served! With returning to curbside/walk-up services, the staff has not missed a beat. Outreach efforts are still in place with learning pods visits to collect additional library card applications and any books borrowed. Virtual story time programs are being posted to Facebook page. Manager Peak visited Kenneth Clement Boys Academy to share "Winter Break" activities for families. New this month LACE staff began introducing patrons to the Web Printing feature to able to print from phones and devices. Patrons have been able to send documents more easily, and process needed prints through these services using their library and print cards or using the library's print card. The ease of use with this service has helped both patrons and staff navigate printing services greatly.

Glenville - Youth Librarian Peter Roth presented story time to Citizen's Academy East to over one hundred twenty students, and to Ever Changing Lives Ministry Daycare. He also, along with, LAYE Difranco Barnes facilitated the STEM@Home program with the engineers model building along with creating curbside crafts weekly. They along with LACE Lanecia Smith, attended the webinar, Youth Book Buzz for spring 2021. Staff, Peter Roth, Difranco Barnes, Jamilah Salaam-Bey, Lanecia Smith, and Sharon Jefferson participated in the Literacy Cooperative Townhall. Mr. Barnes created the Facebook page for the Branch. He attended the Food Bank site visit protocol via phone, and the Youth Services meeting. Manager, Sharon Jefferson attended Leadership and Training, Re-opening Task Force meeting and was added to the "Books by Mail" committee. She also started the medical coding through Gale learning course.

Langston Hughes - In December Langston Hughes Children's Librarian, Christopher Busta-Peck, was featured on a Cleveland Fox-8 News report centering on a state marker of the famed Cleveland player and coach John Heisman. The marker, which has since been relocated, had been located at an incorrect Ohio City address, and Mr. Busta-Peck was instrumental in finding the true address of Mr. Heisman. Repairs to the branch included re-plastering and painting the upper wall of the multi-purpose room where two water leaks had developed. Branch Manager, Mr. Bradford, attended the following webinars: Circulating optimism: How library workers have shifted rapidly to engage and assist their communities; Think and Do, Customer Service at the Library; and Leading with Compassion during the COVID-19 Crisis. Mr. Bradford also has been asked to join the community organization Know Your Neighborhood (KYN) in partnership with Case Western Reserve University. The organization will focus on discussing issues and concerns that involve educating students on the neighborhoods that surround the Case Western Reserve University community.

Memorial Nottingham - Memorial-Nottingham Branch provided books as Christmas gifts to some of the elderly patrons through a donation from the Gamma Delta Zeta Chapter of Zeta Phi Delta Sorority, Inc. Manager, Pasha Moncrief Robinson, attended a virtual professional development workshop sponsored by Cleveland State University and Cleveland Leadership Center. Children's Librarian, Joanna Rivera and Library Assistant-Youth Emphasis, Marvin Benton attended the virtual Youth Services meeting. Ms. Rivera hosted a number of virtual story times. Take-and-make bags continue to be popular among patrons. Adult and Youth

Services staff continued with the ongoing collection management efforts to provide the best materials for patrons.

OUTREACH & PROGRAMMING SERVICES

SUMMARY

3E/OPS directed programs concluded in the month of December. The most notable of December's programs were the #CLEReads Young Adult Book Festival and the final Writers & Readers author of the 2020 series. The department's most recently added program, Coach Sam, concluded on December 18th.

PARTNERS AND PROGRAMS

The 2nd Annual #CLEReads Young Adult Book Festival was held virtually on Friday, December 4, 2020. #CLEReads is Cleveland's premier book festival featuring high-profile young adult authors, hosted by the Cleveland Public Library, College Now of Greater Cleveland, and local author Justin A. Reynolds. The event's presenting sponsor with additional support from the Center for Arts Inspired Learning and The Rock and Roll Hall of Fame. The event featured a live introductory musical selection, courtesy of The Rock and Roll Hall of Fame, Cleveland. This year's panelists included Dr. Ibram X. Kendi, Ibi Zoboi, Dr. Yusef Salaam, Kim Johnson, Angie Thomas, Dhonielle Clayton, Sarah Enni, Noni Ramos, Jasmine Warga, Randy Ribay, Adib Khorram, Aida Salazar, Brittany Cavallaro, Emily Henry, Jessie Ann Foley, and Justin A. Reynolds. DJ Kristyles was the event MC.

Approximately 344 patrons logged in, including teachers who shared their screens with students. 147 students registered to receive free books, totebags, and #CLEReads shirts, bringing the total number of participants to 491.

On December 5th, the Library hosted its final event of the 2020 Writers and Readers series. Bryan Stevenson, the founding director of the Equal Justice Institute in Montgomery, Alabama and author of *Just Mercy: A Story of Justice and Redemption* shared his insights and lessons learned in 30 years on the front lines fighting injustice and inequality in the criminal justice system of the United States.

Under Mr. Stevenson's leadership, EJI has won major legal challenges eliminating excessive and unfair sentencing,

exonerating innocent death row prisoners, confronting abuse of the incarcerated and the mentally ill, and aiding children prosecuted as adults.

Mr. Stevenson has argued and won multiple cases at the United States Supreme Court, including a 2019 ruling protecting condemned prisoners who suffer from dementia and a landmark 2012 ruling that banned mandatory life-imprisonment-without-parole sentences for all children 17 or younger. Mr. Stevenson and his staff have won reversals, relief, or release from prison for over 135 wrongly condemned prisoners on death row and won relief for hundreds of others wrongly convicted or unfairly sentenced.

Over one-thousand people attended this virtual event, 738 of which lived in the northeast Ohio region and 355 in the city of Cleveland.

EXTERNAL RELATIONS & DEVELOPMENT AND FOUNDATION

The following Office of External Relations and Development efforts took place December 2020

EXTERNAL RELATIONS & ADVOCACY UPDATES:

- *Goal: Increase Elected Officials and Key Stakeholders' Awareness and Understanding of CPL's Community Impact*
 - *Engage*
 - City Council Member(s) participated in the Library's design and construction virtual kick-off events
 - Councilman Basheer Jones, Hough Branch

CPL DEVELOPMENT UPDATES:

- *Goal: Secure Funding to Buttress CPL Organizational Goals*
 - **Education Funding:** Secured \$5,000 grant from Dominion in support of CPL's TechCentral STEM education efforts.

CPL FOUNDATION UPDATES:

- *Goal: Reach Annual Financial Targets*
 - *Fundraising*
 - Reached and surpassed 2020 financial goal
 - Executed end of year appeal

- Continued Cleveland Public Library Eastman Reading Garden Tile Campaign solicitation efforts
- Secured Democracy 2020 Corporate Sponsorships
 - Gilbane Building Company
 - Eaton
- Additional CPL Foundation Efforts
 - Held CPL Foundation Board Meeting
 - 2021 CPL Board Officers
 - Thomas Dewey, Board President, Medical Mutual
 - Tracey McGurk, Board Vice President, Mansour Gavin
 - Greg Stefani, Board Treasurer, Federal Reserve Bank of Cleveland
 - LaRese Purnell, Board Secretary, CLE Consulting Firm
 - Held CPL Foundation Development Committee Meeting

ADDITIONAL DEPARTMENT EFFORTS:

- Staff attended virtual conferences/webinars including:
 - Candid: Digital Marketing, Carl Bloom- Webinar: How to Launch a Successful Virtual Fundraising Event, Virtual Fundraising in Action: Keeping Donor Momentum & Engagement
 - Candid: Expand Your Fundraising and Donor Engagement With Digital Marketing and Cloud Computing

COLLECTION & TECHNICAL SERVICES

Interim Director of Collection and Technical Services Sandy Jelar Elwell worked with IT/CLEVNET Library Systems and Applications Analyst Jim Benson to resume the Purchase Order project and transition the end-of-year Acquisitions reports to BLUEcloud Analytics (BCA) reports.

Ms. Jelar Elwell attended a virtual meeting of the Urban Libraries Council (ULC) Collection Leaders and two webinars on ROAM.plus for OhioNET Members. Ms. Jelar Elwell also attended a Move Management meeting on Collections and continued to participate in meetings of the Capital Improvement Plan Core Team.

Collection and Technical Services staff attended the Town Hall Community Conversations with Cleveland Metropolitan School District (CMSD) and the Literacy Cooperative.

Acquisitions: The Acquisitions Department ordered 1,732 titles and 57,149 items (including periodical subscriptions and serial standing orders); received 15,530 items, 790 periodicals, and 122 serials; added 281 periodical items, 66 serial items, 78 paperbacks, and 768 comics; and processed 1,363 invoices and 131 gift items.

Acquisitions staff worked on placing any remaining orders for 2020 selections and completed the annual end of the year clean-up projects for open and partial orders. All EDI order and invoice reports were temporarily suspended for the remainder of the year so that the funds could be balanced and will be reinstated once ordering for the 2021 fiscal year begins. Vendors were also contacted for any invoices listed on statements that had an outstanding balance so payments for these balances could be processed before the end of the year.

Acquisitions Librarian Leslie Pultorak continued to assist with the unpacking, verifying, and receiving of new foreign materials when needed.

Catalog: Librarians cataloged 2,635 titles and added 3,625 items for Cleveland Public Library. Librarians also added 1,622 titles, merged 70 records, and made 107 corrections for CLEVNET member libraries. Clerical staff cataloged 535 new titles and added 1,773 items for the Cleveland Public Library, and added 604 records for the CLEVNET libraries.

Catalog Librarian Perry Huang worked in the International Languages Department at the Main Library on December 3 when the Lake Shore Facility was closed due to a power outage. Technical Services Librarian Michael Gabe cataloged a score for the first time. Technical Services Librarians Amei Hu and Celia Halkovich provided special treatment for the first orders from A Kids Book About, Inc. to accommodate the publisher's restriction on resale.

Collection Management: Collection Management kept selecting in both the physical and electronic formats in December, although for only less than three weeks. 455 titles and 2,589 copies were selected and almost \$52,000 was spent on physical items alone.

Collection Manager Pam Matthews attended two meetings of the Editorial Team. Ms. Matthews also met with the Women's Employee Resource Group (ERG) co-Chair Valerie Johnson and Executive Sponsor and Chief of External Relations and Development Shenise Johnson-Thomas to plan for the first full membership meeting scheduled for January 2020. Collection Management Librarian Laura Mommers attended the December Youth Services Monthly Meeting and two webinars on new books for children and young adults: Baker & Taylor's "Title Talk: Spring/Winter Books for Young Adults" and Ingram's "Youth Book Buzz Spring 2021."

High Demand: The High Demand Department ordered 440 titles and 2,485 items; received and added 5,319 items; processed 447 invoices, and added 285 records for the CLEVNET libraries.

High Demand Librarian Dale Dickerson cataloged and processed 35 circulating maps for the Map Collection.

Materials Processing: The Materials Processing Technicians processed 8,014 items for the month.

Shelf/Shipping: The staff of the Lake Shore Shelf/Shipping Department sent 74 items to the Main Library for requests and 82 items to fill holds. Main Library received 190 telescopes, the Branches received 255 telescopes, CLEVNET received 45 telescopes, and CSU, Tri-C, and CWRU each received 1 telescope. A total of 493 telescopes were shipped out. The Technicians sent out 467 items of foreign material and in total 7,770 new items were sent to the Acquisitions and High Demand Departments.

MARKETING & COMMUNICATIONS

FIVE STAR RATING: Cleveland Public Library received a top level, Five-Star rating for another year in a row for its world-class collection, thought-provoking programming, top-notch services, and family-friendly environment.

Marketing Efforts: Media coverage (Click [here](#)); promotional buttons, social and digital (cpl.org and [email announcement](#))

AUTHORS ON DEMOCRACY Culminating Event BRYAN STEVENSON (SAT, DEC 5 @ 12 pm, ZOOM): The author of the award winning, New York Times bestseller, and recently adapted film Just Mercy, Bryan Stevenson will share insights and lessons from more than 30 years fighting injustice and inequality.

Marketing Efforts: Media release; advertisements (radio, digital, print, news), printed materials (post cards, table tents, posters, Fall Program Guide of Adults and Seniors); social and digital (cpl.org, Off the Shelf, community calendars, social media toolkit, [Eventbrite](#))

Library Services

Objective: *Remain relevant by promoting services to help Greater Clevelanders thrive.*

WORDS ON WHEELS: Starting January 1, all Cleveland residents can get books, movies, and more by mail with their Cleveland Public Library card. This is an expansion of the Library's Homebound Service, which caters to those unable to visit the library due to age or disability.

Marketing Efforts: Media release (Click [here](#) for coverage), ads (radio, TV, digital, billboards and bus shelters), social and digital (cpl.org, Off the Shelf)

CURBSIDE SERVICE: Due to the recent increase in COVID-19 cases across the county, Cleveland Public Library is making changes to protect staff and visitors. Starting Saturday, November 21, all Library buildings returned to drive-up and walk-up services only.

Marketing Efforts: Media release (Click here for [coverage](#)), signage and printed materials (sandwich board inserts, handouts); social and digital (cpl.org, Off the Shelf)

Other Features

CLE READS YOUNG ADULT BOOK FESTIVAL (FRI, DEC 4 @ 2 PM, HOPIN): CLE Reads Young Adult Book Festival returns with a day of panel discussions covering antiracism, injustice and diversity from amazing authors including Dr. Ibram X. Kendi (*Stamped*), one of the "Exonerated Five" Dr. Yusef Salaam (*Punching the Air*), and many more! CLE Reads is made in partnership with Cleveland Public Library, College Now, Rock & Roll Hall of Fame, and Cleveland author Justin Reynolds. Sponsored by Center for Arts-Inspired Learning.

Marketing Efforts: Media release, ads ([radio](#), digital, print, news), printed materials (post cards, table tents, posters, Fall Program Guide for Kids, Teens and Families); social and digital

(cpl.org, Off the Shelf, local community calendars, social media toolkit)

WINTER READING CHALLENGE (January 1-31, 2021, BEANSTACK): Cozy up with a good book! Cleveland Public Library launches a community winter reading challenge sponsored by Simon and Schuster.

Marketing Efforts: Media release, flyer; social and digital (cpl.org, local community calendars)

STEM @ Home: This virtual program encourages kids, grades 3-12, to engage science-related topics including robotics, coding and more!

Marketing Efforts: Media coverage (Click [here](#)), post cards; social and digital (cpl.org, Off the Shelf, local community calendars)

MARTIN LUTHER KING, JR DAY COMMEMORATIVE CELEBRATION: Cleveland Public Library is partnering with WOIO to present three special airings - Sunday, Jan. 17 at 7PM on WUAB Channel 43; Monday, Jan. 18 at 9AM and 11AM on WOIO Channel 19. This year's theme is *And Justice for All*. Be sure to tune in for:

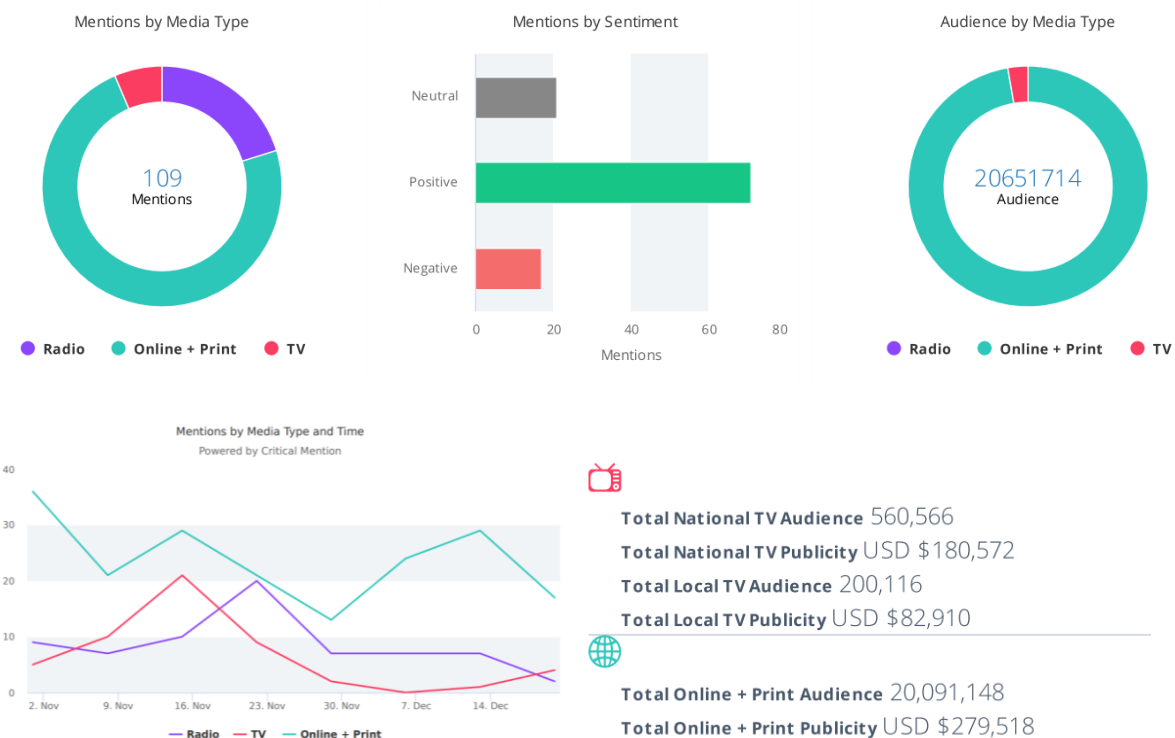
- Rev. Marvin A. McMickle, Ph.D., Pastor Emeritus, Antioch Baptist Church
- CPL Drum Major for Change 2021 Recipient India Pierce Lee, Senior Vice President at the Cleveland Foundation and Community Leader
- Recognition of two dozen community heroes who make a difference in our neighborhoods every day
- Performances include Cleveland Metropolitan School District All-City Arts Choir, A Karamu House reenactment of Robert F. Kennedy's 1968 eulogy of Dr. King, Alpha Phi Alpha Fraternity, Inc., Delta Alpha Lambda Chapter, and The Rubber City Jazz & Blues Festival

Marketing Efforts: media release, social and digital (cpl.org, Off the Shelf, community calendars), printed materials (post cards, calendar, commemorative poster); paid advertisement (radio, TV, digital, email)

PUBLIC RELATIONS OVERVIEW

Cleveland Public Library garnered over 100 mentions this month, reaching more than 20.6 million people in national and local TV news, and online and print. Coverage included:

- The Library's Superman exhibit inspired Cleveland native and graphic novelist Brian Michael Bendis to write his [adaptation](#) of the superhero
- [Cleveland Public Library](#) received \$148,242 from a Cleveland Foundation [grant](#) to purchase thirty solar-powered portable charging units and two hundred laptops for the 27 branches and downtown location
- Cleveland Public Library's [collection](#) includes hundreds of books, audiobooks and eBooks on yoga, meditation and mindfulness that patrons can explore online.
- Cleveland Public Library Foundation's Eastman Reading Garden [paver](#) campaign
- Cleveland Public Library is moving to the next chapter of the [capital development project](#) and held community meetings to show the plans for the new [Hough Branch](#).
- The Library participated in The Rock Hall's virtual [Fam Jam series](#) by providing Storytime to viewers.

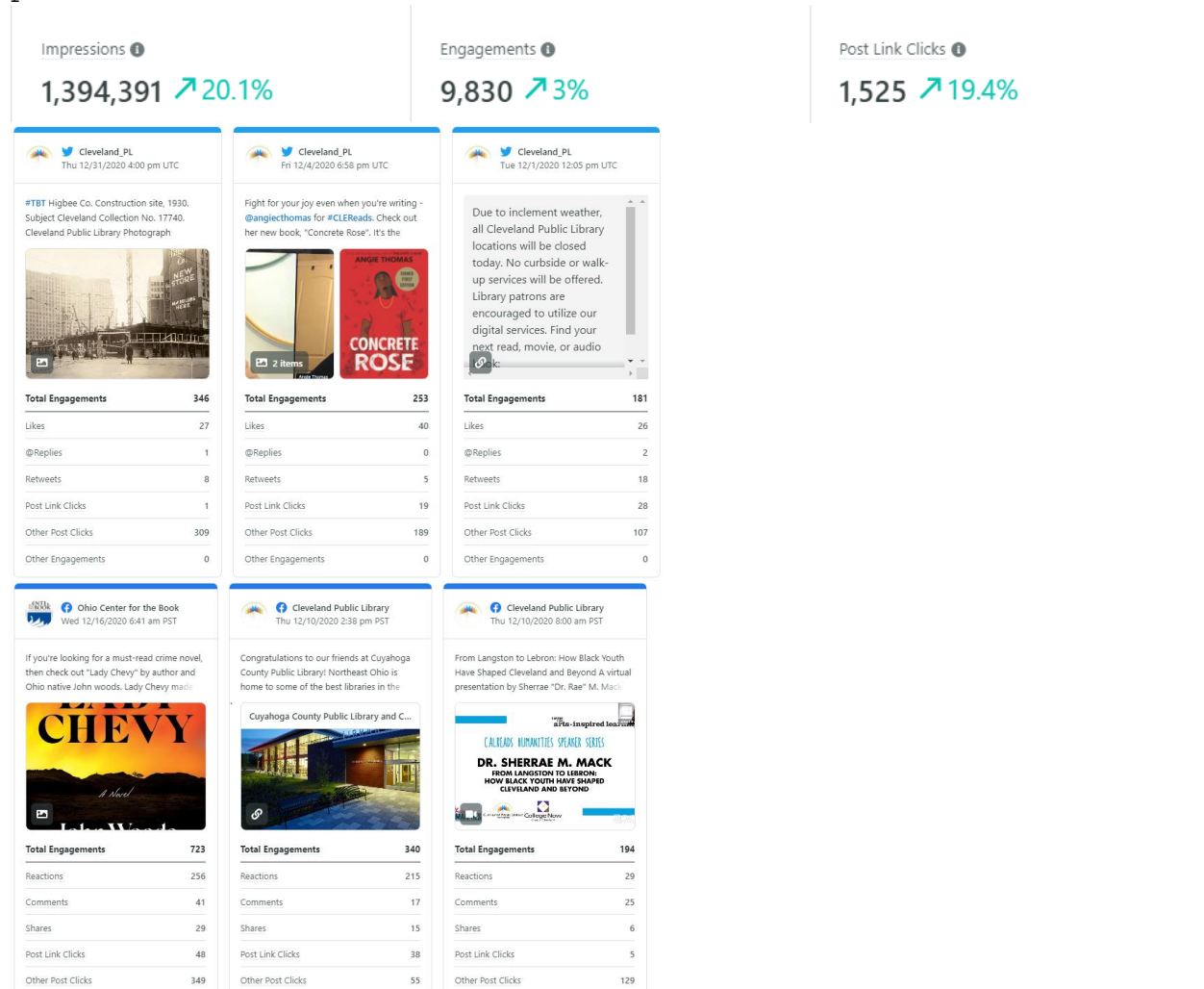


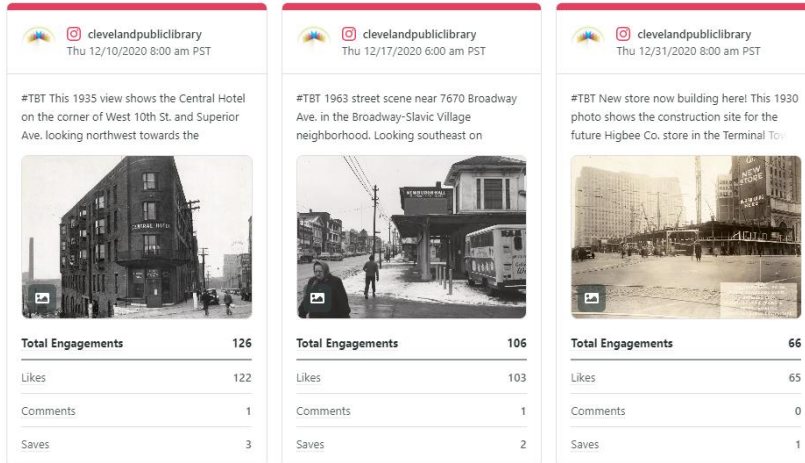
[Click here to view additional media coverage.](#)

SOCIAL MEDIA SUMMARY

December focused on Library-related news, partnership

initiatives and the Library's Throwback Thursdays photo series. Cross network total metrics for Instagram, Twitter, Facebook and LinkedIn experienced slight increases of impressions (20.1%), engagements (3%) and post clicks (19.4%) compared to the previous month. December experienced a drastically lower audience engagement across all platforms due to a decrease in paid ads.





PROPERTY MANAGEMENT

Carpenters

- Installed emergency lockdown pins at all east side branches.
- Fleet- re-installed carpet in children's area.
- South- built and installed wood privacy fence in the back of the branch.
- Harvard-Lee- built and installed door to circulation desk.
- Sterling- installed safety mirror at the parking lot entrance.

Maintenance Mechanics

- Continued preventative maintenance and winterization of HVAC equipment system wide.
 - replaced belts and pre-filters on all branch, LSW/Main and Lakeshore rooftop HVAC units and air handlers.
 - PM on boilers, hydronic equipment and closed loop systems (checked levels/added chemical treatments).
- Worked with contractors and suppliers on the emergency repair of Harvard Lee's main air handler. Adjusted set points on aux HVAC equipment and setup temporary space heaters to avoid branch closure.
- Worked with accounting on last minute/year end purchases and procurement of equipment and services.
- Worked with Siemens and Simplex on smoke evacuation sequence programming/duct detector issues for LSW air handlers.

- Continuing work to address programming/hardware issues with Siemens on the Desigo building automation system and lighting system upgrade project.
- Working with All Seasons Roofing on the roof replacement project for the Lakeshore garages. Starting the work of relocating the carpenters/painters workshop and garage equipment storage in support of the Woodland/CDF FMP project.
- Working with Taylor consulting on Main roofing project.
- Working with Wright Engineering on the Ionization project.
- Continuing work/meetings with FMP Core Group and the Capital projects team on FMP design, building standards and move management.
- Continuing work with KONE Elevator on repair, compliance and capital projects for LSW/Main and branches.
- 24/7 response to building emergencies and critical work orders.
- Continuing work on scheduled preventative maintenance requisitions generated by Hippo CMMS.
- Continuing work on the balance of the security camera project (IPS/Harrington Electric).
- Installed holiday lighting for the Eastman Garden.

SAFETY & PROTECTIVE SERVICES

Safety Services

- Safety & Protective Services intranet page was updated to include the new SPS officers.
- Safety & Protective Services officers are now posted at fifteen branches.

Protective Services

Activity

Month	Total Dispatch Activity	Total Alarms	Branch Incidents	Downtown Campus Incidents	Incident Reports Gen.	CPL access activities
Dec 2020	1846	9	12	4	21	8
Nov 2020	2487	52	16	17	73	29
Oct 2020	2303	69	22	43	94	34
Sept 2020	2550	42	29	30	82	87

Aug 2020	2226	27	12	9	20	37
July 2020	1148	12	5	2	10	23
June 2020	802	13	8	1	30	30
May 2020	200	11	2	0	5	14
April 2020	909	29	0	0	0	4
March 2020	896	13	18	15	90	103
Feb 2020	1446	12	77	44	255	46
Jan 2020	1934	19	53	57	161	63
Dec 2019	2180	14	54	48	227	31

Special Attention, Special Events, and Significant Incidents

- SPS filled the following overtime requests: Fire watch at Harvard Lee.
- No video requests requested.
- Steam was found leaking from a pipe in the LSW sub-basement by an SPS officer. The problem was reported to property management.

Protective and Fire Systems

- Participated in a gunshot detection device meeting with Siemens and Capital Projects.
- Fire extinguisher checks completed.
- SPS started checking downtown campus emergency elevator phones.
- Staff members alarm pass code was entered at Collinwood.

Contract Security

- The Fulton branch Royce guard was removed because of performance issues.
- Meeting scheduled with Royce Security Management in January to discuss staffing.

Administration

- Replacement ballistic vests received and distributed to SPS officers.
- SPS branch patrol officers are no longer taking lunches inside branches to eliminate crowded staff areas.
- Branch patrol officers were directed to limit time inside branches on visits.

INFORMATION TECHNOLOGY & CLEVNET

The CLEVNET Executive Panel held their regular meeting on December 1, 2020, using Microsoft Teams. The first part of the meeting focused on how CLEVNET staff are serving the member libraries during this challenging time.

Brian Leszcz, Lead Solutions Architect, then provided the Panel with an explanation of patch management (the process of distributing and applying updates to software) and why CLEVNET is making the move to centralize patching so it is done in a consistent and timely manner. Beginning December 7, CLEVNET will automatically patch all the computers in every CLEVNET member library unless a member library chooses to opt out. The computers will be patched every day between 10pm and 6am. Automatic patching reduces the exposure to critical security flaws and reduces interruptions to regular work.

Mr. Leszcz explained that December 7 is also the date when CLEVNET will be updating the virtual private network (VPN) that allows staff across CLEVNET to work remotely. VPN has been a critical service during the COVID-19 pandemic. The VPN allows staff to safely connect to the CLEVNET network over the internet by encrypting the connection from their hardware devices. Essentially, it is a way to securely connect to the CLEVNET network without being in the physical location of the office or library.

Hilary Prisbylla, Director of CLEVNET, informed the Panel that her team will upgrade CLEVNET's ILS (integrated library system) to SirsiDynix Symphony 3.7 on December 13 at 7pm. The ILS is the enterprise-level software package that manages, integrates, and centralizes multiple core library functions and services for all of CLEVNET. It is the largest expenditure CLEVNET makes each year. SirsiDynix was acquired in 2015 by ICV Partners, one of the few black-owned private equity firms in the country.

The last part of the meeting picked up on the e-rate conversation begun at the October 2020 annual CLEVNET directors meeting. Previously unavailable to consortia such as CLEVNET, e-rate funding is now available. The sticking point is that, in order to receive the funding, all the member libraries would have to be CIPA (Child Internet Protection Act) compliant and filter the internet. Currently, 20 member libraries do not filter the internet, including Cleveland Public Library. The robust discussion at the October meeting made it clear that a decision to pursue e-rate funding would not be made that day. It

was suggested that smaller, regional meetings might be held to discuss the matter further. The only region to hold a meeting was the West region. Held on November 25, 2020, nine of the 11 west region libraries were represented. Molly Carver, Director of Sandusky Library and West Region Representative on the CLEVNET Executive Panel summarized the meeting in an email message to the attendees:

We had a strong consensus from the group against moving forward with systemwide E-Rate and internet filtering. Everyone in the group felt strongly that local control and intellectual freedom values far outweighed any estimated savings. Many of the directors said they would have strong resistance or outright refusal from their boards for filtering. Concern was also raised about the impact of losing local control on this issue could have on potential new libraries joining CLEVNET in the future. We acknowledged the support and concern that all Directors Panel members expressed about the significance of this decision for CLEVNET. For the Westside members at least, this topic is a non-starter and that is the message that Jamie [Mason] and I will carry back to the Directors Panel in December.

Since the topic was a "non-starter" for the West region, the Panel members decided that there was no point in holding regional meetings in the South and East regions. E-rate funding will not be pursued for CLEVNET at this time.

After the regular meeting adjourned, the annual organizational meeting was held to elect the Executive Panel Chair and Secretary for 2021. With no other nominations put forth, the current Chair (Lorena Hegedus, Director of Hubbard Public Library) and Secretary (Molly Carver) were unanimously reelected to another one-year term.

The CLEVNET directors will hold their first quarterly meeting of 2021, using Microsoft Teams, on Friday, January 29, 2021, at 10:00 a.m.